BCA	Function Grouping	Enterprise Business Function
APP	Aid Awareness	Provide Aid Education Information
	Establish Person Record	Receive Application
		Process ED PIN Requests and Distribute ED PIN
	Aid Eligibility Determination	Aggregate Relevant Information and Determine Student Eligibility
O&D	Award and Disbursement Processing	Receive and Validate Title IV Direct Loan, Grant, and Campus Based Disbursements
		Process School Funding Methods
	School Aid Payments and Funding Level Management	Substantiate all Title IV Federal Aid Payments to Schools for Direct Loans and Pell Grants
		Manage Funding Levels
		Process School ACA Payments for the Grant Program
CB	FISAP Processing	Process FISAP
	CB Award Processing	Calculate and Send Out Tentative and Final Funding Notifications to Schools
		Receive Reallocation from School, Process Reallocation Obligations, and Calculate Supplemental Awards to these Schools
		Funding Adjustments, Closeout Obligations
		Perkins Cancellation Payments
		Yearly Final Award Reconciliation
	CB Program Administration	*Receive and Process Daily School File, FISAPIOP, and SUSPENOP
		*Process and Distribute FSCHOLIN and SUSPENIN
		Waiver Requests
		Provide DRAP
		Data on Teachers in Low-Income Areas
		*Reconciliation of Monthly Balance Sheet
		Process School ACA for CB
IPM	Partner Eligibility and Enrollment	Process Partner Application Determine & Eligibility
		Process Partner/Organization Participation Agreement
		Enroll Partner
		Individual Enrollment
		Maintain Partner Eligibility
	Partner Oversight	Identify a Risk or Issue Requiring Oversight
		Assess the Risk or Issue
		Act Upon the Risk or Issue
		Resolve the Risk or Issue
PPRM	Lender Payment and Reporting Administration	Manage the Receipt, Processing and Payment of Lender Request for Interest and Special Allowance
		Manage the Calculation and Collection of Lender Fees
		Maintain and Update Lender Reporting Forms
	Guaranty Agency Payment and Reporting Administration	Manage the Receipt, Processing and Payment of Form 2000, Including Guaranty Agency (GA)Claims and Collections
		Manage the Receipt, Processing and Payment of LPIF and AMF
		Manage the Receipt, Processing and Payments Associated with Voluntary Flexible Agreements
		Maintain and Update Guaranty Agency Reporting Forms
	State Agency Funding	Process State Agency LEAP/SLEAP Applications
		Manage Funding Allocation for the LEAP/SLEAP Programs

		Manage Payments made for LEAP/SLEAP
		Process Annual Performance Reports
FM	**Receivables Management**	Establish Receivables in Department's General Ledger System
		Research Questions or Disputes Regarding Receivables
		Ensure Receivables are Collected in a Timely Fashion with Federal Guidelines
		Process Collections from Lockbox
	Payables Management	Establish Payables in Department's General Ledger System
		Research Questions or Disputes Regarding Payables
		Ensure Payments are made in a Timely Fashion within Federal Guidelines
		Process Payments
		Manage Accruals
	Funds Management	Present and Justify Budget
		Execute Budget, Ensuring Budgetary Funds Control
		Perform Reconciliation of Activity and Account Balances
		Establish and Maintain other Internal Controls over Financial Transactions
	Financial Reporting	Ensure Accounting for Financial Transactions Meet Federal Financial Management Regulations and Guidelines
		Generate and Analyze Financial Statements and Related Footnote Data
		Manage Financial Statement Audit
		Perform or Assist with Other External Financial Reporting
		Perform Internal Financial Reporting
CSB	**Service Debts**	Perform Entrance and Exit Counseling
		Initiate Loan Servicing/Book Loans/Receive Assignments and Pell Over Awards
		Maintain Repayment Plans
		Produce Borrower Bills
		Manage Delinquency
		Track Conditional Disability Discharge
		Notify/Report Credit Alert Interactive Voice Response System (CAIVRS) default information
		Perform Skip Tracing
	Consolidate Loans	Process Application for Consolidation
		Certify Underlying Loan Information
		Pay Off Underlying Loans
	Recovery and Resolution	Assign Defaulted Loans to PCAs
		Perform Normal Collections and Handle Remittance
		Perform Forced Collections (TOP, Wage Garnishments, and Litigation)
		Process Entitlement due to Death, Bankruptcy, and Discharges
		Process Borrower Remittance
	Monitor Aid Eligibility	Perform Student Eligibility Checks and Transfer Monitoring
	Student Enrollment Reporting	Perform Student Enrollment Status Processing
	Default Rate Processes	Calculate Default Rates
		Distribute Default Rates

		Publish Default Rates
Student Aid History Manageme	**Calculations and Reporting**	Provide Aid Level Calculation Services
		Provide SAHM Operational Reports and Metrics
	Financial Aid History	Provide Financial Aid History
		Manage Receipt of Title IV Student/Award Level Data from Data Sources
		Perform Program Level Editing on Award Level Information
		Provide Operational Support Services
		Manage Receipt of Summary Aid and Organizational Data
Enterprise Analytics & Research	**Acquire Enterprise Analytic Data**	Acquire Enterprise Operational Data
		Acquire Enterprise Performance Management Data
		Integrate Enterprise Analytic Data
		Manage Metadata
		Validate and Cleanse Data
		Audit, Balance and Control
		Report on Data Quality
	Enterprise Reporting and Analytics	Produce Enterprise Standard Reports and Queries
		Produce Data Extracts
		Enterprise Performance Management
		Cross-System Analytics
		Provide Customer Service
		Support Other Department of Education Offices
	Predictive Modeling	Recommend Policy Changes
		Acquisition & Planning Strategy
		Provide Data to Support Default Management
		Provide Data to Support Risk Management
		Budget Formulation & Credit Reform
EAM	**Individual Enrollment**	Verify Identity
		Enroll Individual
		Modify Individual Enrollment
	Access Control	Enterprise Role Services
		Access Control Services
		Authentication Services
	Audit Logging	Audit Logging Management
		Reporting and Forensics
Program Guidance and Informatio	**Training for Partners**	Develop and Deliver Online Computer Based Training
		Develop and Deliver In-person Training
		Develop and Deliver Interactive, Instructor-Led Web-Based Training
		Develop and Deliver Training to Address Changes in Services and Procedures
	Outreach for Partners	Provide Targeted School Assistance
		Provide Customer Care Center
		Provide Technical Assistance
		Support Experimental Sites
		Manage the Quality Assurance (QA) Program
		Manage Tools for Schools
		Maintain and Publish The Federal Student Aid Handbook
		Create and Publish Dear Partner/Colleague Letters and

	Create and Publish Materials	Electronic Announcements
		Publish Information for Schools
		Publish Information for Financial Partners
		Publish Information for Students and Counselors
Shared Services	**Financial Aid History Retrieval Service**	Application
		O&D
		SAHM
		CSB
	Manage Promissory Note Service	Application
		O&D
		CSB
	Run Credit Check Service	Application
		CSB
		Advance
	Person Record Management Service	Application
		O&D
		SAHM
		IPM
		Campus Based
		CSB
	Organization Record Management Service	Application
		O&D
		SAHM
		IPM
		Campus Based
		FM
		CSB
		SAHM
	Person Registration Service	SAHM